WHAT IS CLAIMED IS

1. A building group management service support method for managing facilities composed of a plurality of maintenance subjects using a computer system by a

5 facility manager entrusted with operations of a plurality of maintenance companies for executing maintenance for each of said maintenance subjects for said facilities from a facility owner having said facilities, and said computer system is connected to a facility owner terminal

10 and a facility manager terminal via a network, and

said facility manager terminal extracts maintenance service characteristics of each of said maintenance companies, decides combinations of maintenance companies having same said service characteristics of all said

15 maintenance subjects as maintenance plans, decides evaluation for operations of said facilities as facility operation evaluation on the basis of maintenance information including a fault time or fault contents output from said facilities, and indicates said plurality

20 of maintenance plans and said facility operation evaluation on said facility owner terminal, and

said facility owner terminal selects a maintenance plan entrusted with management from said plurality of maintenance plans and notifies said facility manager

25 terminal of said maintenance plan.

2. A building group management service support method according to Claim 1, wherein said computer system includes a facility user terminal connected via said

network and said facility manager terminal requests a
user questionnaire for entering a degree of use
satisfaction to a facility user using said facilities,
decides an analytical result of said user questionnaire

5   as user evaluation, and when said maintenance plan and
said facility operation evaluation are to be indicated on
said facility owner terminal, indicates said user
evaluation.

     3. A building group management service support device

10   for buildings for managing facilities composed of a
plurality of maintenance subjects using a computer system
by a facility manager by trust with operations of a
plurality of maintenance companies for executing
maintenance for each of said maintenance subjects for

15   said facilities from a facility owner having said
facilities, wherein said computer system is connected to
a facility owner terminal and a facility manager terminal
via a network, and

     said facility manager terminal has a maintenance

20   service combination display unit for displaying, from a
result of extraction of maintenance service
characteristics of each of said maintenance companies, a
result of decision as a combination of maintenance
companies having same said service characteristics of all

25   said maintenance subjects and a facility operation
evaluation display unit for displaying evaluation decided
for said facility operation on the basis of maintenance
information including a fault time or fault contents

output from said facilities, and

said facility owner terminal has a maintenance plan selection unit for selecting a maintenance plan prepared as a combination of maintenance companies by said facility manager.

4. A building group management service support device according to Claim 3, wherein said facility owner terminal has a user evaluation display unit for requesting a user questionnaire for entering a degree of use satisfaction to a facility user using said facilities, deciding an analytical result of said user questionnaire as user evaluation, and displaying said user evaluation.

5. A building group management service support system, wherein input/output data in said maintenance service combination display unit, or said facility operation evaluation display unit, or said user evaluation display unit, or said maintenance plan selection unit which are described in Claim 3 or 4 is registered in a server connected to said network and

said facility manager terminal, or said facility owner terminal, or said maintenance company terminal, or said facility user terminal refers to said input/output data via said network.

6. A computer program storage medium which is a program storage medium for storing a computer program capable of being read by a computer stores a program code of said device or said system described in Claim 3, or 4, or 5.

7. aid facility operation evaluation or said user
evaluation is executed by a terminal of an evaluation
company which is a third person independently of said
facility manager or said maintenance companies.

8. A building group management service support system
having a computer, wherein said computer has conversion
means for converting first condition data of a
predetermined number of parameters for indicating an
input operation condition of building facilities and
service characteristics to second condition data that
said number of parameters is reduced by holding said
characteristics of said operation condition represented
by said data and calculation means for outputting, when
an indicated value is input by a parameter of said second
condition data, information for identifying a facility
having said second condition data closest to said
indicated value.

9. A building group management service support system,
comprising:

a computer,

means for generating first condition data of a
predetermined number of parameters for indicating an
evaluation condition of facilities of a building on the
basis of data of questionnaire results for users of said
building facilities,

means for converting said first condition data to
second condition data that said number of parameters is
reduced by holding characteristics of said evaluation

condition represented by said first condition data, and

means for calculating and outputting information for identifying a facility having said second condition data when an indicated value is input by a parameter of said

5   second condition data.

10. A building group management service support system according to Claim 8 or 9, wherein as a range for promising management of said first condition data, an upper limit value and a lower limit value are preset and

10   a present value, said lower limit value, and said upper limit value of said first condition data are output.

11. A building group management service support method for planning repair work of a plurality of buildings for which a repair time and a repair cost of

15   next repairs of said buildings, a life of repairs indicating a time up to successive repairs, and a building estimated value indicating an economical value of said buildings are estimated using a computer, wherein:

20   said computer calculates a variation of said repair cost when said repair time is to be changed within a predetermined time on the basis of said life of repairs and said building estimated value and changes said repair time so as to minimize a total of said repair cost of

25   said plurality of buildings and said variation.

12. A building group management service support method according to Claim 11, wherein in said next repairs, a same construction method and same materials

are set to be used for repairs of said plurality of
buildings and a repair time after said successive repairs
is planned to generate in a same cycle.

13. A building group management service support
system according to Claim 11, wherein said system is a
computer system and when said repair time, said repair
cost, said life of repairs, and said building evaluated
value of said plurality of buildings are input by an
input device, said repair time for each building is
synchronized and a value changed to a most suitable
repair time is output from an output device.